UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO.   : 7,174,011 B2

APPLICATION NO. : 10/617486

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INVENTOR(S)   : Philip T. Kortum et al.

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:
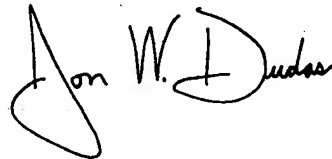
Col. 5, line 25, should read:

    1. A method of providing a customer with updated wait time messages during a call to a call center, comprising the steps of:
    receiving an incoming customer call; calculating an expected wait time;
    playing an initial voice message informing the customer of the expected wait time;
    playing a wait time audio Indicator wherein the wait time audio indicator comprises ~~a audible~~ __an audible__ signal having at least one parameter that varies with time, wherein a value of the parameter is indicative of a remaining wait time; and
    during the wait time, recalculating, at least once, the remaining expected wait time.

Col. 6, line 30, should read:

    16. An automated call center for processing customer calls, comprising:
    a call receiving unit for receiving telephonic input from a customer;
    a DTMF receiver for decoding DTMF signals input by the customer; ~~a queue manager operable to calculate an expected wait time for customers on hold;~~
    __a queue manager operable to calculate an expected wait time for customers on hold;__
    a wait message generator for generating voice wait time messages; and
    a wait time audio generator for generating audio signals having a substantially continuously audible characteristic that varies during a hold time wherein the value of the audible characteristic at any time is indicative of the expected wait time.

Signed and Sealed this

Sixteenth Day of October, 2007

JON W. DUDAS
Director of the United States Patent and Trademark Office